

Hang Ren

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ACADEMIC APPOINTMENT

School of Business, George Mason University

Assistant Professor, Information Systems and Operations Management, 2018-present

EDUCATION

Ph.D. in Operations Management, University College London, 2018

M.Res. in Management Science and Innovation, University College London, 2014

B.Sc./M.Sc. (combined) in Electrical Engineering, Xi'an Jiaotong University, 2013

RESEARCH INTERESTS

Consumer behavior in operations management, sustainable operations, service operations, health-care operations, operations-marketing interface

RESEARCH

1. Ren, H. and Huang, T., 2021, "Opaque Selling and Inventory Management in Vertically Differentiated Markets," *Manufacturing and Service Operations Management*, Forthcoming.
2. Arifoğlu, K., Ren, H., and Tezcan, T., 2021, "Hospital Readmissions Reduction Program Does Not Provide the Right Incentives: Issues and Remedies," *Management Science*, 67(4), 2191-2210.
3. Ren, H., Huang, T., and Arifoğlu, K., 2018, "Managing Service Systems with Unknown Quality and Customer Anecdotal Reasoning," *Production and Operations Management*, 27(6), 1038-1051.
 - Finalist, INFORMS Service Section Best Student Paper Competition, 2016
4. Huang, T., Ren, H., and Chen, YJ., 2018, "Consumer Return Policies in Competitive Markets: An Operations Perspective," *Naval Research Logistics*, 65(6-7), 462-476.

INVITED REVIEW PAPER

1. Ren, H. and Huang, T., 2018, "Modeling Customer Bounded Rationality in Operations Management: A Review and Research Opportunities," *Computers & Operations Research*, 91, 48-58.

WORK IN PROGRESS

1. Ren, H., Huang, T., and Perakis, G., "The Impact of Social Learning on Consumer Subsidies for Green Technology Adoption," research in progress.

2. Agrawal, V., Bellos, I., and Ren, H., “The Role of Dealer Demonstration in the Adoption of Electric Vehicles,” research in progress.

TEACHING EXPERIENCE

Instructor, School of Business, George Mason University

- OSCM 303 Operations Management (undergraduate core), 2018-present
- OSCM 435 Business Process Analysis and Simulation (undergraduate elective), 2019-20
 - o Revamping the course by redesigning lectures, homework, exams, and group projects, 2019
 - o Developing three case studies on process simulation, 2020

Teaching assistant for other institutions

- Decision & Risk Analysis (B.Sc./M.Sc. core), School of Management, University College London, 2014-18
- Project Management (MBA elective), London Business School, 2014-18
- Decision & Risk Analysis (EMBA elective), London Business School, 2016-18
- Operations Management (undergraduate core), London School of Economics and Political Science, 2017

AWARDS AND HONORS

- Finalist for the INFORMS Service Science Section Best Student Paper Competition, 2016
- First Prize for 3-Minute Thesis Contest, School of Management, University College London, 2016

PRESENTATIONS AT CONFERENCES AND ACADEMIC INSTITUTIONS

Conferences

- POMS Annual Conference, Online, April 2021
- INFORMS Annual Meeting, Online, November 2020
- INFORMS Annual Meeting, Seattle, WA, October 2019
- POMS International Conference in China, Tianjin, China, June 2019
- POMS Annual Conference, Washington D.C., May 2019
- INFORMS Annual Meeting, Phoenix, AZ, November 2018
- INFORMS Annual Meeting, Houston, TX, October 2017
- POMS Annual Conference, Seattle, WA, May 2017
- Annual Behavioral Operations Conference, Boston, MA, July 2017
- INFORMS Annual Meeting, Nashville, TN, November 2016
- Trans-Atlantic Doctoral Conference, London, UK, May 2016
- INFORMS Annual Meeting, Philadelphia, PA, November 2015
- POMS Annual Conference, Washington D.C., May 2015

- INFORMS Annual Meeting, San Francisco, CA, November 2014

Academic Institutions

- School of Management, Xi'an Jiaotong University, Xi'an, China, June 2019
- School of Management, University of Bath, Bath, UK, February 2018
- School of Business, George Mason University, Fairfax, VA, January 2018
- University of Liverpool Management School, Liverpool, UK, January 2018
- College of Business, University College Dublin, Dublin, Ireland, January 2018
- Antai College of Economics and Management, Shanghai Jiaotong University, Shanghai, China, January 2018
- The Fuqua School of Business, Duke University, Durham, NC, December 2017
- School of Management and Economics, The Chinese University of Hong Kong, Shenzhen, Shenzhen, China, November 2017
- School of Management, University of Science and Technology of China, Hefei, China, October 2017
- Foster School of Business, University of Washington, Seattle, WA, October 2017

ONLINE MENTIONS

- "President Biden's electric car order doesn't make it easier to buy one. Here's why" *McClatchy DC*, August 16, 2021.
- "Consumer Choice, Free Market Biggest Obstacles to Biden's Ambitious Plan to Phase Out Gas Cars" *The Washington Times*, August 5, 2021.
- "Are Electric Cars Really Green?" *Mic*, April 19, 2021.
- "Using Process Management to Examine Unintended Consequences of Health Care Regulation" *Impact Magazine*, September 25, 2019.

PROFESSIONAL DEVELOPMENT

- Online Teaching Strategies, George Mason University, Fairfax, VA, August 2020
- Online Course Design Primer: Self-paced, George Mason University, Fairfax, VA, June 2020

PROFESSIONAL ACTIVITIES AND SERVICE

Reviewer Service

- Referee for *Management Science*, *Manufacturing and Service Operations Management*, *Production and Operations Management*, *Naval Research Logistics*, *IIE Transactions*

Conference Organizing

- Conference Session Co-chair: POMS 2021, INFORMS 2020, POMS 2019, INFORMS 2017

School/University Committees and Activities

- Co-organizer, ISOM Seminar Series, School of Business, George Mason University, 2019-present

PROFESSIONAL AFFILIATIONS

- Institute for Operations Research and Management Science (INFORMS)
- The Manufacturing and Service Operations Management Society (MSOM)
- Production and Operations Management Society (POMS)